

# ABSTRACT OF THE INVENTION

The invention relates to a method of coordinating or arranging services, such as automotive glass repair services for the policyholders of an insurance company, and to an

5 apparatus for practicing the method. The method includes

providing a database of service providers, obtaining service need information regarding a customer, selecting at least a portion of the service providers in the database based on the service need information, ranking the selected service

10 providers, and choosing one of the ranked service providers to perform the service.

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